

Number of complaints received in the year to the end of June 2015 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aegean Airlines	1	44	10	55	0.4	139.1
Aer Lingus	48	53	44	145	3.3	43.5
Air Canada	11	42	48	101	1.6	61.5
Air France	22	35	89	146	1.2	118.7
Air India	30	77	72	179	0.6	312.6
Air Portugal	76	71	76	223	0.9	253.9
Alitalia	6	19	48	73	0.7	104.1
American Airlines	48	48	53	149	2.2	67.0
BH Air	0	70	4	74	0.1	568.0
British Airways	401	659	899	1959	40.9	47.9
Condor	0	68	23	91	0.1	771.4
Delta Airlines	17	27	25	69	1.4	49.3
Easyjet Airline Company	230	652	378	1260	36.1	34.9
Emirates	45	163	310	518	4.5	116.0
Etihad Airways	7	59	121	187	1.0	183.3
Flybe	229	152	142	523	7.4	71.1
Iberia	16	22	52	90	0.8	113.5
Jet Airways	13	10	45	68	0.7	101.3
Jet2.Com	5	464	102	571	6.0	95.2
KLM	27	42	75	144	2.3	62.3
Lufthansa	33	51	92	176	3.1	56.2
Malaysian Airlines System -MAS	3	44	42	89	0.6	158.6
Monarch Airlines	35	735	101	871	7.0	124.3
Norwegian Air Shuttle	51	202	60	313	3.5	90.0
Onur Air	2	72	7	81	0.1	802.9
Pakistan International Airlines PIA	10	36	15	61	0.5	121.1
Pegasus Airlines	5	35	41	81	0.4	204.4
Qatar Airways	12	52	70	134	1.2	110.3
Ryanair	77	544	353	974	32.2	30.3
Small Planet Airlines	3	116	8	127	0.1	1,079.9

Swiss Airlines	29	10	30	69	1.7	40.4
Thomas Cook Airlines	70	2016	272	2358	6.2	382.7
Thomson Airways	61	2200	318	2579	10.3	251.5
Turkish Thy Turk Hava Yollari	6	34	101	141	1.4	101.9
United Airlines	91	86	111	288	2.5	113.3
US Airways	31	46	44	121	0.6	196.1
Vietnam Airlines	8	83	18	109	0.1	1,204.2
Virgin Atlantic Airways	42	221	82	345	6.3	55.0
Vueling Airlines	39	101	65	205	0.7	289.1
Wizz Air	20	256	67	343	3.8	89.8
Other Airlines	198	586	594	1378	29.0	47.6
Total Complaints	2058	10303	5107	17468	223.5	78.2